

## CHAPTER 3 PROVIDER SERVICE DEPARTMENT

REVISION DATE: 5/16/2018, 2/14/2018, 5/5/2017, 5/27/2016, 1/29/2016, 4/16/2014  
EFFECTIVE DATE: March 29, 2013

The Division of Developmental Disabilities (Division) offers assistance for its providers. For assistance regarding billing/claims, contracts, and health care services, or to initiate a provider grievance (complaint), providers may contact the DDD Customer Service Center at 1-844-770-9500 or 602-542-0419. Providers may also e-mail [DDDCustomerService-Provider@azdes.gov](mailto:DDDCustomerService-Provider@azdes.gov).

The Customer Service Center provides:

- A. Assistance for new providers in:
  - 1. How to submit claims to the Division
  - 2. Focus onboarding
  - 3. Learning how to upload files to the Division's secure server
  - 4. Accessing Division reporting tools.
- B. Provider Grievance (Complaint) System and inquiry resolution:
  - 1. Reviewing inquiries and provider grievances (complaints).
  - 2. Tracking inquiries and provider grievances (complaints) until resolved
  - 3. Collaborating with subcontractors, staff, and members for resolution.
- C. Provider Grievance (complaint) data including number of complaints, number of high profile complaints, type of complaint, and average number of days to resolve complaints. Reporting on Provider Grievance (complaint) data for tracking and trending is received:
  - 1. Monthly
  - 2. Quarterly
  - 3. Semiannually
  - 4. Annually
- D. Claims assistance:
  - 1. Entering and resolving claims issues in the Division's Resolution System
  - 2. Advising on how to submit a clean claim.

Medical providers providing services for members enrolled with an acute care contractor should contact the appropriate Health Plan:

- United Health Care Community Plan: 1-800-445-1638
- Care1st: 602-778-1800
- Mercy Care Plan: 1-800-624-3879